



[REDACTED]

Date
20 January 2025

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01458

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 5 November, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). This letter follows our previous two emails, the last of which was dated 7 January 2025, which extended the time for responding until 4 February 2025.

In your email, you have requested the information shown verbatim in bold below:

“You may remember my previous request for information FOI2024/00776.

You were unable to provide some requested info due to an exemption to confirm or deny for data protection reasons. However, on [REDACTED], [REDACTED] confirmed at the public inquiry that he had been investigated 5 times. As that is now publicly known information, I would ask you to please provide any documentation (redacting others personal information is fine), showing whether these were external or internal, if internal if they were made by any individual or team that is or has ever been classed as reporting either directly or indirectly to [REDACTED]. Also please provide any documentation outlining the basis of the complaint, a summary of reasons and also the outcome and whether any are still ongoing.”

We can confirm that Post Office does hold some of the information you have requested.

Although [REDACTED] stated during the Post Office Horizon IT Inquiry that he had been investigated five times whilst employed at Post Office, we have found records of only four official investigations relating to him as a Post Office employee or to his department. One of these investigations had not been completed as of the date of your FOIA request. We can confirm that one of the concluded investigations was conducted by external lawyers, and the other two were conducted internally.

The external investigation was not into [REDACTED] as an employee; rather, it concerned a Post Office remediation scheme operated by the Remediation Unit ("RU"). The investigation found issues in the management and governance of the scheme.

Regarding all other investigations, we are withholding any further information under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data-protection principles in Article 5(1) of the UK General Data Protection Regulation.

We consider that disclosure of this information is likely to breach the first data-protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the Post Office staff involved would not reasonably expect their names, roles, or other personal data to be disclosed in relation to this request for information. We particularly consider that disclosure of the information would be likely to lead to the identification of those who have either made a complaint or were interviewed as part of the investigation. We also consider that a great deal of the information relates to [REDACTED] and disclosure would not be 'fair' processing of his personal data.

All information on the pending investigation is withheld under sections 31(1)(g) and 31(2)(b) of the FOIA, relating to a public authority's ongoing process of ascertaining whether any person is responsible for any conduct which is improper. This exemption is engaged because providing the information would be likely to prejudice the ongoing investigation and is subject to a public interest test.

We recognise that there is a public interest in disclosure of information relating to investigations conducted by Post Office as this enhances transparency about the ways of working within Post Office. On the other hand, there is a stronger public interest in withholding information concerning an ongoing investigation as disclosure would be likely to prejudice that investigation. We, therefore, consider that the public interest lies in maintaining the exemption.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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